

TITLE VI COMPLAINT LOG

Allegation	Feed#	Date	Complaints	Outcome	Operator Badge & Number	Supervisor	Status
Discr	# 58844	8-Sep-10	Caller states she took route #3-south and arriving on 9th ST/BB decided to get off the bus to save time and take route #93, shortly after realizing it was not a route #93 but route #16, she ran back to take the same bus #3 and the operator shut the door refusing to let her on the bus.	Per Superintendent James Joseph: According to Operator Debbie Lee the incident never happened she has always been courteous. Operator Lee received an Informal Counseling. No Action Taken.	Debbie Lee Badge #3948	James Joseph Northeast	Closed
Racist	# 60280	19-Oct-10	Caller consider the operator racist because the operator treated her differently from others boarding the bus. The operator screamed at her and one of the many comments made to the passenger was "You can't complain on me, don't even speak English. She considered the operator very aggressive as if she were on drugs.	Superintendent Mesa scheduled a meeting with passenger on 4/25/11 to discuss the incident on the bus. Operator will be retrained. Superintendent Mesa will forward a copy of the ROC.	Nichole Richardson Badge #2246	Pedro Mesa	Closed
Discr	# 62135	10-Dec-10	Caller stated that he had put \$10.00 into TVM #3 at Dr. Martin Luther King Metro Rail Station but the machine did not give him the selected two (2) one-day passes. Caller then asked the guard what can be done. The guard told him that he could not help him. At the same time a hispanic lady put her money in the machine though they told her not to, and the guard swiped a card allowing her through. The guard made threats to the Caller and his wife, even pulling out his TASER and un-strapping his gun. Caller and his wife are Black and the guard and the woman are hispanic. The Caller believes that if he and his wife were Hispanic they would not have had this problem with the guard. Caller needed to take the bus not the rail. Caller's wife was very traumatized by this event.	A collaborative Investigation by the OSS and 50th State Security Services, did not produce any evidentiary proof to validate the complaint.	Safety	Horace Graham	Closed
Discr	# 62809	3-Jan-11	Passenger claims the operator advised her and the other passenger that no Spanish was to be spoken on the bus. Caller states the operator seemed really aggressive and upset with the passenger on the bus and considering the fact that this was route #54 in Hialeah it was impossible for no Spanish to be spoken on the bus, Caller felt discriminated against and embarrassed.	Per Superintendent Mary Peoples, There was no action taken.	Dorothy Howard Badge #3260	Mary Peoples Central	Closed
Discr	#1147	8-Feb-11	Passenger states she lives just off NW 62nd St so she takes this bus regularly and claims every time she takes this route with this operator the operator screams out in English and those on the bus laugh. She claims today as she got on the bus the operator kept complaining and wining and the elderly pax finally got fed up and told her off in Spanish.	Per Superintendent Phillip Walden, Policy and Procedures were discuss with operator Gia Barnes an Informal Counseling was issued.	Gia Barnes Badge #2047	Phillip Walden Central	Closed

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Discr	# 64306	10-Feb-11	Operator told passenger "I hate you white people, I outta stick a F---ing knife down your throat"	Per Superintendent James Joseph: There was no video to suport the allegation. Superintendent James Joseph stated Operator Rohan Smith was retrained in Customer Service. Operator Smith receive an Informal counseling. No action taken	Rohan Smith Badge #2352	James Joseph Northeast	Closed
Discr	#70086	23-Jun-11	Passenger boarded route 77 southbound at 183rd St/ NW 7th Ave, She asked operator for an intercounty transfer and was ignored as she exited the bus she asked again an operator told her to get off the bus and didn't issue the transfer. Passenger feels operator treated her horribly because she's Haitian.	Per Superintendent James Joseph: According to Operator Manilla McCloud there was a misunderstanding with the transfer. No action tacken	Manilla McCloud Badge #2881	James Joseph Northeast	Closed
Haras	#70434	30-Jun-11	This is the second Altercation. I have had with this bus driver, whose name I can not remember. I was harassed by the bus driver, which included telling me about our previous Alt. that he has waited for me on a stop (not true) and that I had eaten on the bus (true) but I did not know at the time that eating was prohibited on the bus and I immediately complied with his request to cease eating). After he personally told me this I requested his name and noted the bus number, to which he responded by continuing to delay the bus and telling everyone on the bus that he had waited for me previously and that my ID was invalid. He threatened to not stop if I was exactly at the stop. I feel that I was singled out due to my race (Yes the bus driver is a minority of a different race--African American). I am considering litigation if this can not be resolved amicably. I am not providing all the contact information at this time as I do not know who will have access to it; however I have provided my cell phone number and expect a call.	Per Superintendent Michael Lovett, Operator Theron Hickman received an Informal Counseling to improve on actions displayed.	Theron Hickmon Badge #1206	Michael Lovett Coral Way	Closed
Discr	#70512	5-Jul-11	Wheel/chair passenger claims the operator route 9 southbound at 2:55pm when he boarded at northeast 2nd ave to northeast 75th st refused to strap him in. Op. claims there is not enough room to strap him in, then called him a "cracker".	Per Surperintendent Edwin Galarza, There was no video to substantiate complaint. Informally Counseled.	Lavera Wiley Taylor Badge #2159	Edwin Galarza Coral Way	Closed
Discr	#71182	22-Jul-11	Patron states as they boarded she asked the operator is this the J Bus? There was silence for a moment and then the operator stated "It's written the side of the bus" Patron states I just wanted to make sure. Patron's Husband stated to the operator Did you get up on the wrong side of the bed this morning. Patron states she and her husband sat in the rear of the bus and felt very uncomfortable. Patron states she also notice that when black patrons would exit the bus she told them have a nice day. Patron states she felt the operator was prejudice and feels the operator should be reprimanded	Per Chief Sandra Washington: Operator Latoya Williams was counseled and retrained in customer service.	Latoya Williams Badge #2883	Pedro Mesa	Closed

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DISCR	#75448	10-Nov-11	HISPANIC FEMALE PASSENGER ATTEMPTED TO BOARD ROUTE 93 NORTHBOUND AT 135 ST AND BISCAYNE BLVD THIS MORNING AT 7:00 AM ALONG WITH A HISPANIC MALE AND WERE TOLD BY THE OPERATOR TO "GET OFF MY BUS" AS THE PASSENGERS STEPPED OFF THE BUS, TWO AFRICAN-AMERICAN BOARDED AND WERE ALLOWED TO STAY ON BOARD. THEY FELT VERY DISCRIMINATED. ROUTE 93 AVENTURA MALL, RUN #5226, BADGE #2098, VEHICLE #02071, OPERATOR JAMES A GALLOWAY.	Per Superintendent Michael Williams: The complaint alleging discrimination and discourtesy is unfounded. The video ends with no violations observed and no wrong doing on the of the Operator.	James Galloway Badge #2098	Michael Williams Northeast	Closed
DISCR	#75530	14-Nov-11	Hispanic Male citizen boarded the bus with a ceramic coffee mug. Operator told him he could not board with the drink, he poured the coffee out in front of the operator. Two stops later two afro American males boarded with a Gatorade drink bottle with the top on it. However the passenger stated that the passenger drank the drink while in route and he knows the driver saw it.	Per Superintendent Phillip Walden, Operator Tiffany Adams has been counseled and retrained on this specific incident.	Tiffany. Adams Badge #3769	Phillip Walden Central	Closed
DISCR	#75530	14-Nov-11	Hispanic Male citizen boarded the bus with a ceramic coffee mug. Operator told him he could not board with the drink, he poured the coffee out in front of the operator. Two stops later two afro American males boarded with a Gatorade drink bottle with the top on it. However the passenger stated that the passenger drank the drink while in route and he knows the driver saw it.	Per Superintendent Phillip Walden, Operator Tiffany Adams has been counseled and retrained on this specific incident.	Tiffany. Adams Badge #3769	Phillip Walden Central	Closed
DISCR	#75857	22-Nov-11	Incident Details: Passenger said the bus 238 e/B at 51 ave nw 7 st at 9:30am, Op made a discriminatory remark after I asked the Op what number bus was that? because there were no sign on the front of the bus. Passenger was trying to help two elderly ladies who were waiting for the bus. Op stated "you, people don't look on the side".	Per Superintendent Mary Peoples, Operator Donna Hills was Informally Counseled.	Donna Hills Badge #2165	Mary Peoples Central	Closed
Discr	#76834	19-Dec-11	Caller stated the operator of the route #79 eastbound was rude and belligerent on NE 79th Street and Biscayne Blvd around 7:50 am. Caller stated that he asked the operator why was she just sitting at the bus stop and the operator ignored him. Caller stated that the operator called him a Cuban which he is not and wouldn't give her badge number or name to him. Caller stated that when he jump off the bus to get the vehicle number, operator closed the door and drove off.	Per Superintendent Manuel Torres: The Operator was counseled, the video was requested and closed on January 6, 2012, with no data available.	Sheena Taylor Badge #2232	Manuel Torres Central	Closed

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Discr/ Haras	#77099	27-Dec-11	CALLER STATES SHE TOOK ROUTE C-DOWNTOWN FROM THE BEACH AND CLAIMS SHE ASKED THE OP IF SHE PASSES BY THE ARENA. CALLER STATES THE OP RESPONDED BY SAYING YOU ASK ME THE SAME THING EVERY DAY. CALLER STATES THE OP IS CONFRONTATIONAL WITH HER AS WELL AS OTHER PAX'S. CALLER NOW ADDED THAT THE OP CALLED HER A TYPICAL BLACK FEMALE AND THAT PEOPLE DONT LIKE TO COME TO MIAMI BECAUSE OF PEOPLE LIKE HER. AFTER INFORMING THE CALLER THAT THE TAPE COULD NOT BE PULLED ON THIS INCIDENT SHE ADDED BEING DISCRIMINATED AS ONE OF HER COMPLAINTS.	Per Superintendent Mary Peoples, Operator Corine Hill was Informally Counseled. 5/21/2012	Corine Hill Badge #2641	Mary Peoples Central	Closed
Disc/Har	#79521	5-Mar-12	Pax called and stated that the Op. of the route 500 North bound that is scheduled to leave from dadeland south at the time of 1232 am failed to tell a pax who told him that she was going overtown when he was making the loop at the Government Center. Pax feels that op could of told her that he does not go to overtown anymore. Pax feels that he should of announced his last stop. When pax said "hey, I'm going to overtown" the Op. said that you said you knew where you were going. Comments: pax says that cubans hate her guts and he let other paxs of the bus at locations that were not designated stops. Pax wants to be compensated for the treatment she received	Per Superintendent Michael Lovett: Operator Francisco Ortega was in formally counseled this complaint	Ortega, Francisco Badge#2226	Michael Williams Northeast	Closed
Haras/ Discr	#81542	26-Apr-12	Caller claims she entered route 272 wb at Dadeland North Metrorail station at 7:06am. Once seated pax admits she put her feet up on the seat near her, so the oper got out his seat and asked her to put her feet down. The oper then commented to other paxs sitting directly behind her in spanish " some people have horrible manners", and then laughed it off with the other pax. As the oper walked backed to his seat the caller told the oper "Sir, i am not Latin, but i understand spanish and i don't appreciate you talking rude about me to other passengers." Oper just turned back around and walked to his seat & continued the route. Pax felt the oper was racist and needs to stop discriminating against people. Email sent to Maria (Harass/Discr)	Per Superintendent Pedro Garcia: Operator Luis Garciga denied the allegations and there was no video evidence available to substantiate the allegations therefore the operator was given an informal counsel.	Luis Garciga Badge # 2765	Pedro Garcia Coral Way	Closed
Discr	#82049	8-May-12	PAX CALLED AND STATED THAT THE OP OF THE ROUTE 87 SB THAT WAS SCHEDULED TO BE AT SW 40 ST/87 AVE AT THE TIME OF 856 AM HAD A WHITE AMERICAN ON HIS BUS AND THERE WERE OTHER PAXs ON THE BUS THAT WERE MAKING FUN OF THE WHITE AMERICAN LADY AND TAKING PICTURES OF HER. PAX SAYS THAT THE OP WAS ALSO IN THE CONVERSATION WITH THE PAXs AS THEY PICKED ON THE WHITE AMERICAN LADY. CALLING PAX SAYS THEY WERE SPEAKING IN SPANISH SAYING THAT SHE WAS AN AMERICANA AND A TELL-TELL AND THAT SHE COULDN'T SPEAK SPANISH	Per Superintendent Michael Lovett, Unfortunately there was no video camera on this bus to corroborate the complaint.	Eric Hechavarria, Badge #2958	Michael Lovett Northeast	Closed

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Harass	85443	19-Jul-12	PATRON STATES HE'S WHEELCHAIR BOUND AND AT APPROXIMATELY 2:04 PM HE HAIL VEHICLE# 02050 BUS /L/ HEADING EASTBOUND FROM THE STOP AT LINCOLN ROAD/JAMES AVENUE. PATRON STATES THE OPERATOR LET ALL THE OTHER PATRON BOARD THE BUS THEN PULLED OFF LEAVING HIM THERE. PATRON FEELS"THIS ISN'T THE FIRST TIME THIS PARTICULAR OPERATOR HAS LEFT HIM HE THINKS THE OPERATOR HAS SOMETHING AGAINST PATRONS IN WHEELCHAIRS." PATRON STATES ANOTHER BUS CAME RIGHT AFTER THIS OPERATOR AND CLAM HIM DOWN BECAUSE HE WAS SO, UPSET.		Kenneth Dillard Badge#3507	Phillip Walden Central	
Discri	85668	25-Jul-12	PAX CALLED TO REPORT THAT SHE BOARDED BUS 38 TRAVELING SOUTH BOUND ON 07-25-2012 AROUND 9:49 A.M. VEHICLE # 5205. SHE STATED THAT WHILE SHE WAS AT THE BUS STOP HER FRIEND TOLD HER THAT SHE COULD USE HER EASY CARD TO PAY FOR THE BUS. WHEN SHE BOARDED THE BUS AT TAPPING HER FRIEND'S EASY CARD, THE BUS OPERATOR SAID THAT SHE WAS DISRESPECTING HIM, PAX ANSWERED THAT SHE DID NOT KNOW ABOUT THAT MDT POLICIY. WHEN THE BUS GOT TO WALMART IN FLORIDA CITY (PAX IS A WALMART EMPLOYEE), BUS OPERATOR WENT TO WALMART ASKING FOR THIS LADY'S SUPERVISOR AND THEY BROUGHT A BLACK MALE SUPERVISOR AND THE BUS OPERATOR STATED THAT HE DID NOT WANT TO TALK TO A BLACK SUPERVISOR THAT HE NEEDED A WHITE OR A HISPANIC SUPERVISOR TO COMPLAINT IN RELATION TO THE INCIDENT. PAX FEELS THAT THIS WAS A DISCRIMANOTRY INCIDENT. PASSENGER FEELS THAT THIS WAS A DISCRIMINATORY INCIDENT RUN # 3135 VEHICLE #5205, BADGE #2690	Per Superintendent Reben Legra, Informal-complaint is unsubstantiated, apparently the alleged discriminating occurred outside of the bus. Operator denies any discrimination.	Prentice Strawder Badge 2690	Ruben Legra Coral Way	Closed
Complaint	86377	8-Aug-12	The citizen caught Bus # 72 [eastbound / run 3237 / veh 04170] at SW 152 Ave / 72 St around 11:00am. The passenger felt the operator (badge 2090) was rude and unprofessional. According to the passenger, she boarded with her children, 6 yrs and 8 yrs, the bus. While she was depositing her fare, her children went to sit and she asked the operator for assistance as of how to get to SW 8 St. The operator screamed at her, " Ah, ah, nothing is free" because the children sat and she had not finished to pay the complete fare for the family. The passenger felt humiliated and embarrassed in front of her children and other passengers. In addition, the operator did not answer her inquiries at all when she asked her for help, again. The passenger believes the operator was no cooperative nor behave accordingly as public servant.	Per Superintendent Ruben Legra, The complaint is unsubstantiated. No action taken.	TYLER, CASSANDRA Badge	Ruben Legra Coral Way	Closed

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Complaint	88995	29-Sep-12	Patron states "He / She is a senior who has the aid of a cane and was traveling with a shopping cart, Patron states "Boarded the 120 MAX heading north bound from 13th St/ Washington Ave. I was attempting to be seated, the Operated, yelled "placed that cart at theback door, I have told you this at least four times before. Patron states was so, embarrassed because the bus had a lot of young people on the bus and the patron felt they were all looking... Patron feels this particular operator is very rude to the seniors he speaks to them with disrespect and is not very helpful and states I will not ride the bus when he's the operator . Run# 1985 Badge 2601 vehicle 02163 Operator Luis a Flores	Per. Supt. Walden, Opt Flores was sent to the 8 hours defensive / customer service training class in lieu of discipline	Luis Flores	Phillip Walden Central	Closed
	91076	7-Nov-12	The citizen would like MDT establishes a regular bus service at Medley industrial area. The passenger explains there are job offers for unemployed individuals in the factories located around 11801 NW 100 Rd Medley, FL. However, people are not able to access the area on public transportation.		Administration		
	91727	26-Nov-2012	CALLER WANTED TO CATCH THE RTE L TRAVELING N/B ON 17TH STREET LINCOLN RD, OP NEVER STOPPED, SHE RAN TO THE NEXT STOP, GOT ON THE BUS AND ASKED OP WHY DID YOU STOP FOR PICK UP BACK THERE, OP SAID JUST PAY YOUR FARE AND SIT DOWN. AT 20TH STREET/ COLLINS AVE, TWO HISPANIC LADIES BOARDED THE BUS, OP SAID THIS IN SPANISH, THIS IGNORANT NIGGER ALWAYS COMPLAINING, OP WASN'T AWARE THAT CALLER SPEAKS, SPANISH, AND CREOLE.	Per, Supt. Najarro. There is no discipline in her file for this incident. Opt. Rodriguez has since retired. No action taken	RODRIGUEZ, IDELSY #3524	Elena Najarro Central	closed
	92241	5-Dec-2012	PATRON STATES HE BOARDED THE 11 HEADING WESTBOUND AT APPROXIMATELY 11:18 AM FROM THE BUS STOP LOCATED ON 12TH AVENUE/W FLAGLER STREET. PATRON STATES HE WAS SEATED AND CLOSED HIS EYES AND THE PATRON SEATED BEHIND HIM SLAPPED HIM ON THE BACK OF HIS HEAD AND STATED "YOU CAN'T GO TO SLEEP HERE". PATRON STATED HE TOLD THE OPERATOR AND SHE REFUSED TO CALL THE POLICE. PATRON FEELS "HE WAS DISCRIMINATED AGAINST BY THE OPERATOR BECAUSE HE IS A HAITIAN AMERICAN AND THE PATRON WHO SLAPPED HIM WAS HISPANIC. PATRON ALSO STATES" IF MDT DOES NOT INVESTIGATE THIS MATTER HE WILL SUE FOR DISCRIMINATION".	Per, Supt. Legra, Operator given instructions to contact BTC with any incident where pax requests assistance. No video findings to substantiate.	ROBERTS, CHLOE #6358	Ruben Legra Coral Way	Closed

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	92387	7-Dec-2012	CALLER STATES SHE WAITED AT DOLPHIN MALL FOR ROUTE #36-EAST AND CLAIMS WHEN THE BUS ARRIVED SHE ASKED THE OP IF SHE DEPARTED AT 3:40PM. CALLER STATES THE OP SNAPPED AND SAID NO, I LEAVE AT 3:47PM. THE CALLER THEN TURNED AROUND AND WALKED TO THE BENCH TO TAKE A SEAT. WHEN SHE TURNED AROUND THE OP SHUT THE DOOR AND TOOK OFF. CALLER IS EXTREMELY UPSET, SHE HAS AN HOUR WAIT AHEAD OF HER AND WILL LIKELY GET FIRED. CALLER BELIEVES THIS WAS DONE BECAUSE OF HER RACE	PENDING	EBERHART, ARETHA #2951	Phillip Walden Central	Closed
	92478	10-Dec-2012	CALLER SAID HE WAS TRYING TO GET INTO APTS ACROSS THE STREETS FROM BROWNSVILLE STATION, A GUARD AT THE BROWNSVILLE STATION WAS CALLING HIS NAMES LIKE FAGGOT, SISSY AND CALLER SHOULD BURN IN HELL. HE WAS ALSO TALKING ABOUT THE CALLER TO THE GUARD AT THE APTS BUILDING, 5185 NW 29TH AVE. CALLER HAS A EASY GOLDEN CARD. HE FEELS THREATEN ABOUT THIS GUARD BEHAVIOR, HE WEARS WOMEN CLOTHING. AND A WIG. HE WOULD LIKE FOR GUARD TO BE REMOVED FROM THIS PREMISE SGT#930DIAZ SPOKE WITH ABOUT 110AM AND HE TRIED TO DOWN PLAY GUARD ACTION AND BEHAVIOR BY TELLING HIM NOT TO CALL MDT.	Our investigation reveals that the complainant, who according to his description of himself dresses as a female and has made several sexual overtures to the guard at the station, who has rebuffed same. Officer has been advised to be careful if that occurs again regarding the use of profane language. We classify this complaint as "unfounded", Fred	Safety	Horace Graham	Closed
	93028	19-Dec-12	CALLER STATES SHE IS A BLACK FEMALE WHO TAKES ROUTE S FREQUENTLY ON THE BEACH AND WAS UNFAMILIAR WITH THE STOP WHERE SHE WOULD BE GETTING OFF SO SHE DECIDED TO STAND BEHIND THE YELLOW LINE TO BE PREPARED TO GET OFF. CALLER STATES THEIR WERE VERY FEW PEOPLE ON THE BUS AND THE OP TOLD HER TO GET OFF THE BUS BECAUSE NO ONE SHOULD HAVE TO WALK AROUND HER BECAUSE BLOCKING THE WAY. CALLER STATES ANOTHER PAX AN ELDERLY HISPANIC LADY WANTED TO STAND WHERE SHE WAS STANDING AND THAT MIGHT BE THE CAUSE OF THIS. OVERALL SHE STATES THE OP DISCRIMINATED AGAINST HER BECAUSE SHE WAS THE ONLY BLACK FEMALE ON THE BUS AND DIDNT WANT TO ARGUE WITH HIM TO CAUSE FURTHER COMMOTION.	Per, Supt. Walden, Mr Cruz was called to my office, Counseled, and 8 points deducted from his evaluation.	CRUZ, DAVID #1255	Phillip Walden Central	Closed

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	93473	2-Jan-13	CALLER WANTED TO EXIT THE RTE 70 TRAVELING N/B ON KROME AVE/ 8TH STREET, BUS STOP WAS MISSING, OP SAID VERY NASTY I'M NOT STOPPING THERE, CALLER SAID THIS ISN'T THE FIRST TIME THIS OP HAS BEEN NASTY TO HER. HE WAS ALSO NASTY TO ANOTHER PERSON ASKING OP TO OPEN THE DOOR AS SHE DECIDE TO GET OFF AT THAT SAME STOP. HE YELL AT HER MADE UP YOUR MIND CALLER SAID OP IS NASTY TOWARDS ALL BLACK PAXS. DISCRIMINATION GROUP WAS COPIED ON COMPLAINT.	Per, Supt. Levison Opt. Jesus did not receive any discipline for this complaint. The Operator was informally counseled No action taken.	CASTILLO, JESUS #2813	Robert Levison Coral Way	Closed
	93577	4-Jan-13	The passenger was accompanied by her sister in law and a niece. A male passenger started at argument with them on the based they were Hispanics when the bus passed NW 20 St / 7 Ave around 2:30 pm. She called the police on the male passenger. According to the passenger, the operator did not call for help nor stop the bus as police officer instructed on the phone. In addition, she explained the operator refused to speak to the police officer on the phone alleging he did not want troubles. He limited his actions to ask the passengers to stop the argument. The passenger and her companions exited the bus at Lindsay Hopkins stop. She feels the operator could had been more proactive during the incident since the male passenger threaten to beat them.	Per, Supt. Williams Operator William Devy was counseled.	DEVY, WILLIAM #2031	Michael Williams Northeast	Closed
	93668	8-Jan-13	Male passenger is reporting that he feels that the operator of route 77 south scheduled from Culmer station at about 820a purposely closed the door on him catching his elbows in the process. He says operator has a problem with Hispanic riders because operator is African-American and can't understand passengers requests. Check video.	Per. Supt. James Joseph. Manuel Moline did not receive discipline for this complaint. No action taken	Manuel Molina badge 6298	James Joseph Northeast	Closed
	93808	10-Jan-13	Caller stated that yesterday her keys fell out in the bus, and today the same Op came, so she asked him if anyone turned it in. The Op told her he does not speak any English only Spanish. Caller feels that the Op discriminated against her as she is black. Comments: Central Disp tried calling him and he did not respond though the call went through. Request Video	Good morning, Supt. P. Garcia responded on 1/10/13 there were no discipline taken because allegations could not be substantiated the bus was not equipped with DVR.	CANCIO, CARLOS #2852	Elana Najarro Coral Way	Closed
	94496	25-Jan-13	Caller stated that the operator of the route #183 westbound wasn't being fair on the 1/15/2013 around 10:13 am. Caller stated that a white female boarded the bus with only a \$5 bill, when no one had change the operator threw her off the bus saying once you get change then you can ride. Then on NW 183rd Street and NW 7th Avenue a black female boarded with no money or card and the operator let her stay on flirting with her while she stood by the farebox. Operator also let a few more black female paxs on for free. Caller stated that operator was also driving like a maniac almost hitting a pedestrian.	pending	SCOTT, ALFRED #1398	Elana Achinah Northeast	

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	94816	1-Feb-13	Pax states: Every Tuesday and Thursday my son catches this bus when class is out at MDC. Everytime he catches the bus the driver never lets him off at the bus stop, even though he must stop at the stop sign at the bus stop. The driver refuses to open the back door when he specifically requests to get off the bus. This problem is ongoing and seems not to be a problem with any of the other patrons on the bus. The other patrons are 98% spanish and my son is African American. He is not asking for any special treatment. He just wants to get off at his appropriate stop and have the door open so that he can exit(at his stop). If this problem continues, I will be forced to contact my attorney. Racism will not be tolerated!	Per. Supt. Legra, Could not verify incident (no video) and operator is not the regular operator. Operator denied any incident of that type. No action taken	SIERRA, APOLINAR #2663	Ruben Legra Coral Way	Closed
	96453	6-Mar-13	CALLER STATES HE TOOK ROUTE #9-SOUTH FROM NE MIAMI GARDENS DR/15TH AVE AND CLAIMS SEVERAL OTHER PAX'S OF THE BLACK ETHNICITY BOARDED BEFORE HIM. CALLER STATES THE OP HAD NO PROBLEM ALLOWING THEM BOARD WITHOUT PAYING HOWEVER, WHEN IT WAS HIS TURN TO BOARD HE MADE HIM PAY. CALLER STATES THAT WHEN HE CONFRONTED THE OP HE EXPLAINED IF HE DOESN'T LIKE IT HE CAN GET OFF THE BUS.	Per, Supt. Williams Operator Clement Dobney was counseled and given instructions on Policies and Procedures.	DOBNEY, CLEMENT #1454	Michael Williams Northeast	Closed
	96853	18-Mar-13	PAX SAY THAT SECURITY GUARD JORGE CASTILLE WAS ON THE PLATFORM AND WATCHED AS SHE CAME UP ESCALATOR TO THE PLATFORM. SHE THEN BOARDED CAR # 140, HE FOLLOWED HER IN AND SAT IN FRONT OF HER AND PULLED OUT A PHONE WITH A YELLOW AND NEON CASE AND BEGIN FILMING HER. SHE ASKED "IS THERE SOME REASON YOU ARE RECORDING ME" HE THEN SAID " AHH NO" AND THEN GOT OFF	No one by that name works on the contract nor for 50 State Security. We do not issue "tag" or badge numbers, Fred	Safety	Graham, Horace	Closed
	98068	9-Apr-13	HISPANIC MALE WAITED AT STOP FOR ROUTE 29 NORTH FROM 5:30AM, AT 6:06AM VEH 9971 SHOWED GENTLEMAN STATED HE WAIVED FOR BUS, AS HE WAS PICKING UP HIS BAG FROM THE BENCH THE DRIVER KEPT GOING. AT THE NEXT STOP HE STOPPED TO PICK UP THE AFRO AMERICAN PEOPLE WAITING. HE FEELS THAT HE WAS NOT PICKED UP BECAUSE HE WAS HISPANIC. GENTLEMAN STATED IF THE DRIVER DOES NOT WANT TO PICK UP HISPANICS HE NEEDS TO GO TO LIBERTY CITY - DO NOT WORK IN HIS TOWN FOR THE HISPANICS.	Per, Supt. Williams Operator Andre Dolce was informally counseled.	DOLCE, ANDRE #1577	Michael Williams Northeast	Closed

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	99861	16-May-13	Passenger said all the 21 busses n/b and s/b everyday all day long the busses are filthy and roaches on it. Passenger stated this is happening because of the area that these busses ran.. passenger is willing to get in other busses because the other busses in other areas don't have roaches.			Central Bus Maintenance	
	100123	24-May-13	Pax admits that at 7:34am she was running towards the CBD to catch route S nb scheduled at 7:34am. Caller admits she did not reach the bus before it pulled away from the stop. Caller states "i know the oper sees me". Caller claims discrimination because the oper "waits for Black people, but not hispanics". Caller was advised MDT policy, but caller insist on complaint.	Per, Supt. Mary Peoples video was pulled waiting for the response 05/24/2013 (Pending)	Pamela Lucas	Mary Peoples Central	Pending

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